



OMBUDSMAN

for Banking Services | des Services Bancaires
and Investments | et d'Investissement

Complaint form

If you have any questions, visit our website at www.obsi.ca to find our Frequently Asked Questions (FAQs) and other resources. You can also call us at 1-888-451-4519.

After filling out this form, either mail or fax it to us – with any supporting documents you want to include – at the address on page 3.

If you are submitting a complaint on behalf of someone else, please complete this section with your contact details. Fill out the rest of the form with complaint and contact information for the person on whose behalf you are acting.

Title: _____ *First Name: _____ *Last Name: _____

Street/PO Box/RR: _____

City: _____ Province: _____

Postal Code: _____ Country: _____

*Daytime Phone: _____ *Evening Phone: _____

Email Address: _____

Please describe your relationship to the person for whom you are making a complaint:

Section A: Your contact information

Person # 1

Title: _____

*First Name: _____

*Last Name: _____

*Daytime Phone: _____

*Evening Phone: _____

Email Address: _____

Person # 2 (if applicable)

Title: _____

First Name: _____

Last Name: _____

Daytime Phone: _____

Evening Phone: _____

Email Address: _____

**Required information*

4. *Have you completed the complaints resolution process at your firm? **Yes** **No**

If NO, please explain:

5. *Have you started legal proceedings? **Yes** **No**

If YES, please explain:

Additional information (not required)

6. How did you hear about OBSI? Link from another organization's Website
 Your Firm
 Friend/colleague
 Search Engine (i.e. Google)
 Other

If other, please provide details: _____

Section C: Send us the complaint and supporting documents

Send this completed form to us at the address or fax number below. If you have completed the complaint resolution process at your firm, please include its final letter to you along with any other supporting documentation.

Mail: Ombudsman for Banking Services and Investments
401 Bay Street, Suite 1505, P.O. Box 5
Toronto, ON M5H 2Y4

Fax: 1-888-422-2865

**Required information*